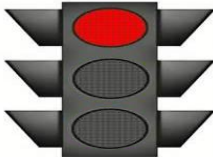
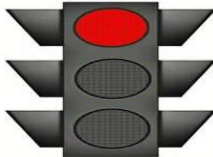


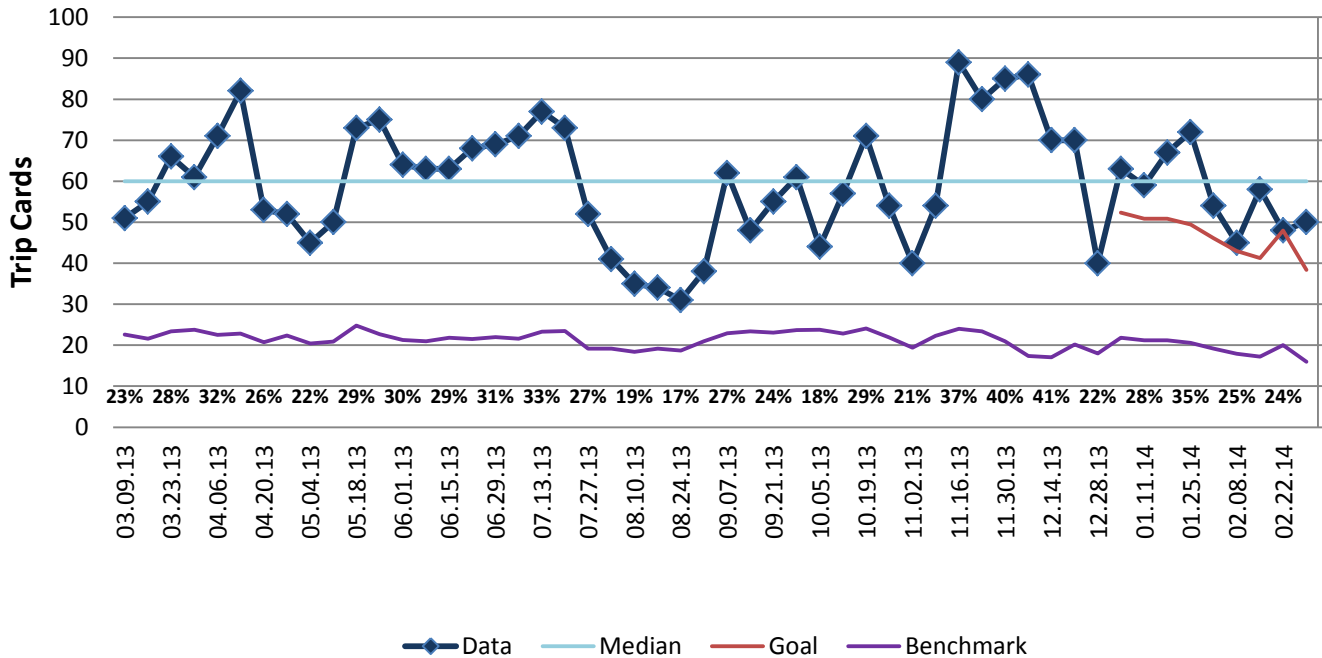
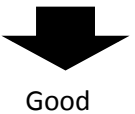
# Number of Trip Cards with One or More Errors

## Public Works & Assets SWMS

### 4/4/2014

| Measurement method  |                                       | Why measure?  |                                 | What is our goal?  |   |
|---|---------------------------------------|---|---------------------------------|--|---|
| Number of trip cards (garbage, recycling, yard waste, & bulk waste) each week with one or more time or mileage errors |                                       | Ensure accurate data for reports & data decision making                           |                                 | Reduce the percentage of trip cards with errors from 28% in 2013 to 24% by July 2014 |   |
| How are we doing?   |                                       |   |                                 |  |   |
| 03.03.13-03.01.14<br>12 Month Avg Goal  | 03.03.13-03.01.14<br>12 Month Average |  | 02.23.14-03.01.14<br>Goal       | 02.23.14-03.01.14<br>Actual  |  |
| 47  | 60                                    |   | 38                              | 50   |   |
| Trip Cards  | Trip Cards                            |   | Trip Cards                      | Trip Cards   |   |
|   |                                       |   | Performance Stoplight Key       |  |   |
|   |                                       |   | Red Light = Off Goal            |  |   |
|   |                                       |   | Yellow Light = Approaching Goal |  |   |
|   |                                       |   | Green Light = Meets Goal        |  |   |
|   |                                       |   | No Lights = No Goal/No Data     |  |   |

## Number of Trip Cards with One or More Errors



LOUISVILLE METRO  
**OFFICE OF  
PERFORMANCE  
IMPROVEMENT**

